

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist V position in the Business Information Systems Bureau. This critical position performs specialized technical work involved in the administration, design, and development of the City's permitting and licensing system, Infor Public Sector.

EXAMPLE OF DUTIES

- Helps oversee the development and maintenance of the City's permitting and licensing system, Infor Public Sector (IPS), which includes Billing, Code Enforcement, Licensing, Planning, and Permitting modules;
- Leads and participates in enterprise wide software implementations, including oversight of the development of functional specifications, data conversion, user acceptance testing, go-live preparation, and issues identification/resolution;
- Collaborates with vendors, business analysts, IT staff, and departmental clients to develop business/functional requirements;
- Maintains interfaces to other business systems such as enterprise batch schedulers, GIS, and payment processing;
- Participates in report development, e.g. Crystal and Simpler Reports;
- Installs and configures enterprise software products;
- Researches, analyzes, and evaluates hardware and software products;
- Conducts problem analysis and identifies solutions;
- Prepares project plans and specifications;
- Provides training and training documentation to system end users;
- May supervise the work of other team members, contractors, and vendors;
- Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE SKILLS AND QUALIFICATIONS

- Infor Public Sector software;
- Extract Transform and Load (ETL) software;
- Crystal Reports development;
- Relational database management systems (Oracle, SQL/Server);
- Familiarity with .NET framework and web services (WCF, SOAP, REST);
- Ability to present complex technical concepts to a variety of audiences;
- Ability to multi-task in a fast-paced environment;
- Strong project management skills;
- Ability to collaborate and communicate effectively, both orally and in writing with data experts, developers, and/or customers; and
- Strong technical troubleshooting and problem-solving skills.

Department Contact Information

For more information regarding this exciting career opportunity, apply online at longbeach.gov/civilservice and click onto "Current Job Opportunities".

Any questions?

Please contact An Lan Pham-Jenkins or Nicole Gross, Technology and Innovation Department.

Email address: TIRecruitments@longbeach.gov

TI 18-016

This information is available in an alternate format by request to the Civil Service Department (562) 570-6202.

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THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist VI in the Business Information Technology Division. This position will serve as the lead for the newly formed Data Management Team. This position will supervise over other DBA's and provide architecture planning, installation, monitoring, configuration, administration, testing, evaluating, and troubleshooting for all database and City application technologies. This person will also collaborate with Application and Infrastructure teams for adherence to best practices and process standardization.

EXAMPLE OF DUTIES

- Patches, upgrades, and monitors SQL Server 2008- 2016, and migration from 2005;
- Performs SQL Server Database Administration, System Health Monitoring, Performance Tuning;
- Performs System Health check monitoring (ORACLE and SQL Server performance monitoring and fine tuning);
- Implements and operates SQL and ORACLE Server Services running on physical stand alone and clustered servers, and Virtual Machine environments;
- Ensures review of change requests while moving to UAT and Production Environment;
- Provides status updates to clients on operational activities on a regular basis;
- Collaborates with internal teams and interacts with customers to find solutions for projects and operational issues;
- Engages cross departmental teams whenever required;
- Identifies, develops, and documents detailed SAP Business Objects ETL data requirements and detailed specifications;
- Ensures all documentation is in place for operational support;
- Ensures system availability and data integrity
- Monitors and/or troubleshoots backup and recoveries, performance, disk space, and network connectivity;
- Designs and modifies database objects (tables, schemas, indexes, and triggers); create/alter stored procedures and views;
- Performs other duties as assigned.

DESIRABLE EDUCATION

Graduation from an accredited college or university with a bachelor's degree in Information Systems or Computer Science. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE QUALIFICATIONS

In addition to meeting the minimum requirements, the ideal candidate will have the following qualifications:

- Ability to multi-task in a fast-paced environment;
- Ability to collaborate and communicate effectively;
- Ability to communicate effectively verbally and in writing;
- Strong technical troubleshooting and problem-solving skills;
- 5+ years' experience in SQL Server 2005/2016 database administration is preferred;
- 3+ years designing, building, tuning, installing, configuring and troubleshooting Oracle;
- Experience developing database objects such as stored procedures, triggers, constraints, and indexes is preferred;
- Experience with SAP Business Objects; and
- Proficiency in both SQL and ORACLE management.

Department Contact Information

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TI 19-025

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist V in the Business Information Technology Division. This candidate will be responsible for the performance, integrity, and security of the city's databases. The DBA provides technical expertise in the design, implementation, and maintenance of database management systems that support the City's business applications. Additional responsibilities include reporting, data input and output, technology management, and support.

EXAMPLE OF DUTIES

- Patches, upgrades, and monitors SQL Server 2008- 2016, and migration from 2005;
- Performs SQL Server Database Administration, System Health Monitoring, Performance Tuning;
- Completes System Health check monitoring (ORACLE and SQL Server performance monitoring and fine tuning);
- Implements and operates SQL and ORACLE Server Services running on physical stand alone and clustered servers, and Virtual Machine environments;
- Builds database schemas, tables, procedures and permissions;
- Provides status updates to clients on operational activities on a regular basis;
- Collaborates with internal teams and interacts with customers to find solutions for projects and operational issues;
- Engages cross departmental teams whenever required;
- Identifies, develops, and documents detailed SAP Business Objects ETL data requirements and detailed specifications;
- Analyzes and sustains capacity and performance requirements;
- Monitors systems and platforms for availability;
- Performs maintenance operations daily, weekly, and monthly on Oracle and SQL servers and databases, and information systems for the purpose of ensuring efficient program operations;
- Performs database backups and restorations and recovers corrupted databases;
- Evaluates and recommends new database technologies;
- Implements and maintains database security and encryption;
- Performs other duties as assigned.

DESIRABLE EDUCATION

Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE QUALIFICATIONS

In addition to meeting the minimum requirements, the ideal candidate will have the following qualifications:

- Ability to multi-task in a fast-paced environment;
- Ability to collaborate and communicate effectively;
- Ability to develop database objects such as stored procedures, triggers, constraints, and indexes is preferred;
- Ability to communicate effectively verbally and in writing;
- Strong technical troubleshooting and problem-solving skills;
- 3+ years of experience in SQL Server 2005/2016 database administration is preferred;
- 3+ years of designing, building, tuning, installing, configuring, and troubleshooting Oracle 12c; and
- Proficiency in both SQL and ORACLE management.

Department Contact Information

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TI 19-035

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist V position in the Customer Information Systems (CIS) group of the Business Information Systems Bureau. This critical position assists in the administration, design, development, and implementation of the City's utility billing, field management, and Advanced Metering Infrastructure (AMI) systems.

EXAMPLE OF DUTIES

- Manages the development and maintenance of the City's utility billing software, Oracle's Customer Care and Billing (CC&B), and field management software, Oracle's Mobile Workforce Management (MWM);
- Participates in enterprise wide software implementation projects, including oversight of the development of functional specifications, data conversion, user acceptance testing, go-live preparation, and issues identification/resolution;
- Collaborates with vendors, Business Analysts, IT staff, and departmental clients to develop business/functional requirements;
- Maintains interfaces to other business systems such as enterprise batch schedulers and payment processing;
- Participates in report development, e.g. Crystal and Simpler Reports;
- Researches, analyzes, and evaluates hardware and software products;
- Conducts problem analysis and identifies solutions;
- Prepares project plans and specifications;
- Manages projects;
- Provides training and training documentation to system end users;
- May supervise the work of other team members, contractors, and vendors; and
- Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE SKILLS AND QUALIFICATIONS

- Oracle's Customer Care and Billing (CC&B) software;
- Mobile Workforce Management (MWM) software;
- Experience with Smart Meter Technologies and Advanced Metering Infrastructure (AMI);
- Extract Transform and Load (ETL) software;
- SAP's Crystal Reports;
- Relational database management systems (Oracle, SQL/Server);
- Ability to multi-task in a fast-paced environment;
- Strong project management skills;
- Ability to collaborate and communicate effectively, both orally and in writing with data experts, developers, and/or customers to deliver CIS services and/or data; and
- Strong technical troubleshooting and problem-solving skills.

Department Contact Information

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Any questions?

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TI 18-018

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist III (Departmental Support) position within the Business Information Systems Bureau in the Content and Collaboration area. This position will directly support the Health Department with their IT needs.

EXAMPLE OF DUTIES

- Acts as software administrator for the City's Health Department to support NextGen, Envision Connect, Apollo LIMS, and Laserfiche.
- Apply software patches and upgrades to systems;
- Provides basic desktop support and troubleshoot technical problems for end users and manage trouble tickets;
- Develop, maintain and/or update system procedures;
- Maintains the City's inventory of computers, printers, consumables, and related items;
- Provide immediate troubleshooting and issue resolution;
- Work closely with Health Department staff to keep applications up-to-date and relevant to state requirements;
- Locates and defines new process improvement opportunities.

DESIRED QUALIFICATIONS

In addition to the minimum qualifications listed in the Business Systems Specialist job opportunity bulletin, the City of Long Beach is seeking a candidate that has the following qualifications:

- Strong analytical skills with the ability to collect, organize, analyze and disseminate large amounts of information;
- Excellent eye for design and intimate understanding of design elements
- Advanced knowledge of MS Office
- Ability to work collaboratively with others as well as independently with minimal supervision.
- Ability and passion for learning new technologies.
- Experience with data base management, application administration and other support activities

DESIRABLE EDUCATION AND EXPERIENCE

Bachelor's Degree with emphasis in Marketing, Design, Coding or other related field and three or more years of experience.

DESIRABLE SKILLS AND KNOWLEDGE

- Ability to multi-task and manage competing priorities;
- Excellent organizational and time management skills;
- Excellent written and verbal communication skills; and
- Strong attention to detail.
- Provides timely, accurate and effective customer service
- Familiar with Laserfiche and the tools and technologies used to administer, capture, manage, store, preserve and deliver information

Department Contact Information

For more information regarding this exciting career opportunity, apply online at longbeach.gov/civilservice and click onto "Current Job Opportunities".

Any questions?

Please contact An Lan Pham-Jenkins or Nicole Gross, Technology and Innovation Department.

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TI 18-029

THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist V/VI position within the Business Information Systems Bureau in the Content and Collaboration area.

EXAMPLE OF DUTIES

- Conducts technology business process analysis and assists with estimating development efforts and timelines;
- Leads large-scale technical systems development and integration programs.
- Provides technical troubleshooting, configuration and deployment for applications and their underlying infrastructure;
- Reviews functional and design specifications to ensure full understanding of individual deliverables;
- Ensures that validated deliverables meet functional and design specifications and requirement;
- Locates and defines new process improvement opportunities;
- Leads the review of incoming customer requests and bug reports and dispatches/schedules lower-level according to criticality and priority;
- Acts as liaison with TI Department and software vendors;
- Experience with contemporary REST/web services development; and,
- Develop and maintain technical documentation

DESIRED QUALIFICATIONS

In addition to the minimum qualifications listed in the Business Systems Specialist job opportunity bulletin, the City of Long Beach is seeking a candidate that has the following qualifications:

- Strong analytical skills with the ability to collect, organize, analyze and disseminate large amounts of information;
- Excellent eye for design and intimate understanding of design elements
- Ability to work collaboratively with others as well as independently with minimal supervision
- Ability and passion for learning new technologies
- Experience with data base management, application administration and other support activities such as creating reports.

EDUCATION AND EXPERIENCE

Bachelor's Degree with emphasis in Marketing, Design, Coding or other related field and three or more years of experience. Six years of related experience may be substituted for the education and experience requirement.

DESIRABLE SKILLS AND KNOWLEDGE

- Ability to multi-task and manage competing priorities;
- Excellent organizational and time management skills;
- Excellent written and verbal communication skills; and
- Strong attention to detail.
- Provide timely, accurate and effective customer service
- Strong knowledge of .NET, JSON, Web Services.
- Ability to work evenings and weekends as needed

Department Contact Information

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TI 19-014

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THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist III within the Business Information Services Bureau, Business Information Technology Division. This position will support the City's EDMS - Laserfiche.

EXAMPLE OF DUTIES

- Acts as software administrator for the City's EDMS to support Laserfiche and scanning projects;
- Assists the City in developing processes and best practices for paperless filing and archiving initiatives;
- Assists users with paperless applications and assists with electronic document workflow improvements;
- Provides basic desktop support and troubleshoot technical problems for end users and manage trouble tickets;
- Performs other duties as assigned.

DESIRABLE QUALIFICATIONS

- Familiarity with Laserfiche and the tools and technologies used to administer, capture, manage, store, preserve and deliver information;
- Knowledge of scanning practices with high speed scanning equipment use and setup;
- Willingness and desire to learn new technologies and software;
- Experience leading and implementing software projects.

DESIRABLE EDUCATION AND EXPERIENCE

Bachelor's Degree with emphasis in computer science, public administration, business or marketing or a related field preferred and at least two years of experience.

DESIRABLE QUALIFICATIONS

- Ability to multi-task and manage multiple projects;
- Digital and Electronic Signature (DocuSign);
- Business Workflow of digital, electronic, paper and other business process;
- Ability to work independently with minimal supervision;
- Strong attention to detail;
- Ability to work collaboratively with TI staff and other City departments;
- Ability to provide timely, accurate and effective customer service;
- Strong interpersonal and customer service skills.

Department Contact Information

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TI 19-009

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THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist IV position within the Business Information Systems Bureau in the Content and Collaboration area.

EXAMPLE OF DUTIES

- Assists in designing and programming software applications for desktop, web and mobile platforms;
- Assists large-scale technical systems development and integration programs;
- Provides technical troubleshooting, configuration, and deployment for applications and their underlying infrastructure;
- Reviews functional and design specifications to ensure full understanding of individual deliverables;
- Ensures that validated deliverables meet functional and design specifications and requirements;
- Locates and defines new process improvement opportunities;
- Supports existing in-house and vendor applications, including troubleshooting and resolving production problems;
- Supports maintenance of third-party applications.
- Develops and maintains technical documentation;
- Performs other duties as assigned.

DESIRABLE SKILLS AND KNOWLEDGE

- Ability to multi-task and manage competing priorities;
- Ability to provide timely, accurate, and effective customer service;
- Excellent organizational and time management skills;
- Excellent written and verbal communication skills;
- Strong knowledge of .NET, JSON, Web Services;
- Must be flexible to work off hours as required to install product upgrades, support production problems and other departmental emergencies;
- Knowledge and experience with contemporary REST/web services development; and
- Strong attention to detail.

DESIRABLE EDUCATION AND EXPERIENCE

Bachelor's Degree with emphasis in Marketing, Design, Coding or other related field and three or more years of experience.

DESIRABLE QUALIFICATIONS

In addition to the minimum qualifications listed in the Business Systems Specialist job opportunity bulletin, the City of Long Beach is seeking a candidate that has the following qualifications:

- Strong analytical skills with the ability to collect, organize, analyze and disseminate large amounts of information.
- Excellent eye for design and intimate understanding of design elements
- Ability to work collaboratively with others as well as independently with minimal supervision
- Ability and passion for learning new technologies
- Experience with data base management, application administration and other support activities such as creating reports.
- Creating, recommending, or modifying policies and procedures

Department Contact Information

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TI 19-031

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THE POSITION

The Technology & Innovation (TI) Department has an immediate opening for a permanent, full-time classified Business Systems Specialist in the Business Information Services Bureau. This critical position provides dedicated technical support to the City's permitting and licensing system, Infor Public Sector.

EXAMPLE OF DUTIES

- Provides technical support of the City's permitting and licensing system, Infor Public Sector (IPS), which includes Billing, Code Enforcement, Licensing, Planning, and Permitting modules;
- Participates in enterprise-wide software implementations, including overseeing the development of functional specifications, data conversion, user acceptance testing, go-live preparation, and issues identification/resolution;
- Collaborates with vendors, business analysts, IT staff, and departmental clients to develop business/functional requirements;
- Maintains interfaces to other business systems such as enterprise batch schedulers, GIS, and payment processing;
- Participates in report development, e.g. Crystal and Simpler Reports;
- Installs and configures enterprise software products;
- Researches, analyzes, and evaluates hardware and software products;
- Conducts problem analysis and identifies solutions;
- Prepares project plans and specifications;
- Provides training and training documentation to system end users; and
- Performs other duties as assigned.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's degree in Information Systems or Computer Science.

DESIRABLE QUALIFICATIONS

- Infor Public Sector software;
- Extract Transform and Load (ETL) software;
- Crystal Reports software;
- Familiarity with .NET framework and web services (WCF, SOAP, REST);
- Experience with computerized permit information systems;
- Knowledge of principles and practices of permit application review;
- Familiarity with plans, codes, ordinances and related terminology, architectural drawing convention, record management practices;
- Ability to multi-task in a fast-paced environment;
- Ability to collaborate and communicate effectively;
- Strong technical troubleshooting and problem-solving skills.

Department Contact Information

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TI 19-013

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THE POSITION

The Technology & Innovation Department has an immediate opening for a Business Systems Specialist III position in the Geographic Information Systems (GIS) area. Under limited supervision, this critical position performs specialized technical work involved in the administration, design, development, and implementation of the City's ArcGIS and CityWorks work order systems.

EXAMPLE OF DUTIES

- Assists in managing the development and maintenance of the City's GIS and work order systems;
- Manages GIS related projects and reports to the GIS team supervisor and/or lead;
- Participates in developing and implementing GIS policies and procedures necessary for the input, security, maintenance, and reporting of geographical data;
- Installs and configures GIS and work order software;
- Conducts training in the use and maintenance of the GIS and work order systems;
- Researches, analyzes, and evaluates hardware and software products;
- Conducts research and identifies solutions to system problems;
- Works with functional/user personnel to define system requirements;
- Maintains interfaces to other business systems such as enterprise batch schedulers, utility billing, and land management;
- Leads and participates in all phases of testing, including functional, integration, regression, data integrity, stress testing, and user acceptance;
- Participates in the administration of the ESRI GeoHub;
- Develops geospatial web applications; and
- Performs other duties as assigned

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's degree in Information Systems, Computer Science, or Geography, including course work in GIS.

DESIRABLE SKILLS AND KNOWLEDGE

- Exceptional knowledge of geoprocessing and mapping principles, including cartography procedures;
- Strong knowledge of geodatabase practices and maintenance;
- ArcGIS software;
- Azteca Cityworks software;
- Schneider Electric's ArcFM software;
- GIS-centric scripting languages (e.g. Python);
- Relational database management systems (Oracle, SQL/Server);
- Ability to work with all levels of the City organization;
- Ability to present complex technical concepts to a variety of audiences; and
- Ability to multi-task in a fast-paced environment.

Department Contact Information

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TI19-016